
REQUEST FOR PROPOSALS

0634-245

Project Title: External Behavioral Health Utilization Review Development

Estimated Contract Period: January, 2007 through August, 2007.
Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

Proposal Due Date: All Proposals whether mailed or hand delivered must arrive by 4:00 p.m. Pacific Standard time on November 27, 2006. **Faxed bids WILL NOT be accepted. E-mailed bids WILL NOT be accepted.**

Submit Proposal To: Proposal Delivered by Mail:

Bonnie Lindstrom, RFP Coordinator
Department of Social and Health Services
Administrative Services Division / Central
Contract Services
PO BOX 45811
Olympia, WA 98504-5811

Proposal delivered by Express / Hand Delivery, Or Courier:

Bonnie Lindstrom, RFP Coordinator
Department of Social and Health Services
Administrative Services Division / Central
Contract Services
4500 10th Avenue SE
Lacey, WA 98503

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SECTION I. INTRODUCTION

A. PURPOSE OF REQUEST FOR PROPOSAL

The State of Washington, Department of Social & Health Services, Mental Health Division, hereafter called "MHD," is initiating this Request for Proposals (RFP) to solicit proposals from individuals and firms interested in participating on a project to develop a statewide criteria and process for external utilization review of state and community psychiatric hospitalizations for the State of Washington.

B. BACKGROUND

The MHD is part of the Health and Recovery Services Administration (HRSA) of the Department of Social and Health Services of the State of Washington. MHD has an annual budget of approximately \$700 million and supports statewide community mental health services, two adult state psychiatric hospitals, one child and adolescent state psychiatric hospital, and an array of community behavioral health residential services for children and adolescents. Western State Hospital for adults is located near Tacoma and has approximately 700 civil beds. Eastern State Hospital for adults is located near Spokane and has approximately 250 beds. The community mental health system is based on a CMS waiver (1915, B) and consists of 14 Regional Support Networks (RSN) across the state. The RSNs contract with provider networks for direct care services. There are approximately 180 provider agencies contracted by the 14 Regional Support Networks.

During the 2006 legislative session, the Washington State Legislature passed a package of policy and budget initiatives designed to clarify the responsibilities of the State and Regional Support Networks related to inpatient care and ensure that care be recovery oriented and provided in community settings to the extent possible. Over the next year, the state will be developing and implementing programs which provide alternatives to state psychiatric hospitalization including statewide implementation of Program of Assertive Community Treatment (PACT) teams. In addition, the state will be conducting long term planning in a variety of areas including:

- Reconsideration of the mental health benefits package
- Review of involuntary treatment laws
- Development of a platform for standardized utilization review of psychiatric inpatient care
- Development of a statewide mental health housing plan

The requirements outlined in this RFP are based on HRSA/MHD's goal of developing statewide criteria and a process for external utilization review of state and community psychiatric hospitalizations. The project is intended to further efforts of the state to ensure appropriate levels of inpatient and community based services which support the recovery of individuals with severe and persistent mental illness.

C. PROJECT SCOPE

The scope and intent of this project is to assist with development of statewide criteria and processes related to utilization review for state and community psychiatric inpatient hospitalizations including:

- Establish acuity levels and criteria for individuals to be supported in community and psychiatric inpatient settings as well as for individuals to be supported in community outpatient programs based on current access to care standards, involuntary treatment statutes, and other state and industry standards
- Develop standards for review of short term hospitalizations
- Develop sampling methodologies & processes for independent review of 90 and 180 day commitments in community and state hospitals and freestanding Evaluation and Treatment Centers
- Identify models, possible resources, and draft RFP/contract required for statewide implementation
- Participate in a minimum of 6 meetings of the Washington public mental health system including representatives from consumer and family organizations, RSNs, providers, state hospitals, community hospitals, allied systems, and other community stakeholders.

The Contractor for this project will not be allowed to bid on the RFP which is developed as part of the Scope of Work.

D. PROJECT DELIVERABLES

The Successful Bidder shall be responsible for the following deliverables:

- Minimum of 500 hours including in-person consultation, phone consultation, preparation, and report development time as negotiated. Additional time as negotiated.
- Monthly work plan updates and progress reports.
- Preliminary findings and recommendations due March 2007.
- Initial draft report including recommended acuity levels for inpatient and outpatient care, standards for review of short and long term hospitalizations, sampling methodologies and processes, and draft RFP/contract recommendations due April 2007.
- Final report including recommended acuity levels for inpatient and outpatient care, standards for review of short and long term hospitalizations, sampling methodologies and processes, and draft RFP/contract recommendations due June 2007.

E. MINIMUM QUALIFICATIONS

- The Bidder must be licensed to do business in the State of Washington or obtain a Washington State business license from the Secretary of State.
- The Bidder's Project Lead must be a psychiatrist, ARNP, or Psychiatric RN with a minimum of 10 years of management experience in behavioral health care
- The Bidder must also have: A
 - Access to a psychiatrist with management experience in behavioral health care if the project lead is not a psychiatrist
 - Documented experience in the development of criteria and provision of utilization review services for institutional and community based behavioral health care
 - Documented knowledge and experience with public managed behavioral health care delivery systems including a thorough understanding of both voluntary and involuntary treatment issues
 - Documented knowledge and experience with Medicaid managed behavioral health care regulations and requirements

Bidders who do not meet these minimum qualifications shall be deemed non-responsive and will not receive further consideration.

F. DEFINITIONS

See Exhibit A, Definitions, for the meaning of certain terms used in this RFP.

SECTION II. GENERAL INFORMATION

A. PROCUREMENT CONTACT INFORMATION

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to DSHS staff, or its consultant, other than the RFP Coordinator may result in disqualification. Any oral communications will be considered unofficial and non-binding to DSHS. Bidders should rely only on written statements issued by the RFP Coordinator.
DSHS RFP Coordinator

Contact:	Bonnie Lindstrom, RFP Coordinator Department of Social & Health Services Administrative Services Division / Central Contract Services
Mailing Address:	P.O. Box 45811 Olympia, Washington 98504-5811
Physical Address:	4500 10th Avenue SE Lacey, Washington 98503
Telephone:	(360) 664-6054
FAX:	(360) 664-6184
E-mail Address:	lindsbx@dshs.wa.gov

B. ACCEPTANCE OF RFP TERMS

A Proposal submitted in response to this RFP shall be considered a binding offer. Acknowledgement of this condition shall be indicated by signature of an officer of the Bidder legally authorized to execute contractual obligations by submitting with the Proposal a signed Bidder Information, Certificates and Assurances Form attached hereto as Exhibit B. A Bidder must clearly identify and thoroughly explain any variations between its Proposal and DSHS' RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.

C. PROCUREMENT SCHEDULE

The Procurement Schedule outlines the tentative schedule for important action dates and times. DSHS reserves the right to revise this schedule at any time and will post any amended schedules on the DSHS Procurement website.

Figure 1. *PROCUREMENT SCHEDULE*

Item	Action	Date
1.	Issue RFP	October 27, 2006
2.	Last Date for Accepting Bidder Written Questions by 5:00 PM Pacific Standard Time	November 13, 2006
3.	Issue Response to Written Questions No Later Than	November 17, 2006
4.	Proposal Submission Due by 4:00 p.m. Pacific Standard time	November 27, 2006
5.	Proposal Evaluation	November 29, 2006 November 30, 2006
6.	Oral Presentations, If Required	December 4, 2006
7.	Notify Apparently Successful Bidder	December 7, 2006
8.	Notify Unsuccessful Bidders	December 7, 2006
9.	Begin Contract Negotiations	December 8, 2006
10.	Bidder's Request for Debriefing Due by 5:00PM	December 12, 2006
11.	Hold Debriefing Conferences	December 15, 2006
12.	Bidders' Protest(s) Due	December 22, 2006
13.	Contract Execution	Anticipated January 1, 2007

D. CONTRACT

DSHS has budgeted a maximum of \$150,000 for this project and intends to award one contract to provide the services described in this RFP. The Contract term shall likely be 6 months commencing upon the date of execution of the contract by DSHS. Contracts can be extended for up to two (2) one-year periods. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

E. INSURANCE

The Apparently Successful Bidder must comply with the insurance requirements identified in the sample contract attached hereto as Exhibit C.

F. CONTRACT AMENDMENT

Additional services that are appropriate to the scope of this RFP, as determined by DSHS, may be added to the resulting Contract by a written amendment mutually agreed to and executed by both parties.

G. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Materials submitted in response to this RFP shall become the property of DSHS. All proposals, quotes, lists, evaluation documents and other documents that make up this Procurement shall remain confidential until 1) DSHS makes it available to the public pursuant to RCW 42.17, or 2) the contract, if any, resulting from this RFP is signed by DSHS and the Apparently Successful Bidder. Thereafter, the proposals shall be deemed public records as defined in RCW 42.17.

Bidder's proposal must include a statement on the Letter of Submittal identifying each page of your proposal which contains any proprietary information. Each page claimed to be proprietary must be clearly marked by printing the word "Proprietary" on the lower right hand corner of each page which contains any proprietary information.

If DSHS receives a request to view or copy your proposal, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in your proposal without giving you ten (10) days notice for you to seek a court injunction against the disclosure. You may not mark your entire proposal proprietary.

H. WRITTEN REPRESENTATIONS

Proposals should be based on the material contained in this RFP, any related amendment(s), and any questions and answers directed through the RFP Coordinator.

I. QUESTIONS AND ANSWERS

Bidders should fax, e-mail or mail written questions to the RFP Coordinator. Early submission of questions is encouraged. Questions will be accepted until the date set forth in the Procurement Schedule. Questions and Answers will be on the DSHS Procurement website.

J. RFP AMENDMENTS

DSHS reserves the right, at any time before execution of a contract, to amend all or a portion of this RFP. Amendments will be posted on the DSHS Procurements Web site, if applicable. If there is any conflict between amendments or between an amendment and the RFP, whichever document was issued last in time shall be controlling.

K. RETRACTION OF THIS RFP

DSHS and the State of Washington are not obligated to contract for the services specified in this RFP. DSHS reserves the right to retract this RFP in whole, or in part, at any time without penalty.

L. SUBMISSION OF PROPOSALS

Proposals must be prepared and submitted no later than the proposal submission date and time specified in the Procurement Schedule. The proposal is to be sent to the RFP Coordinator, either by mail or hand delivery, at the address specified in Section II.A., Procurement Contact Information. DSHS will not accept any proposal submitted by fax. DSHS will not accept any proposal submitted by email.

You should allow sufficient time to ensure timely receipt by the RFP Coordinator. You assume the risk for the method of delivery and for any delay in the mailing or delivery of your proposal.

DSHS reserves the right to disqualify any proposal and withdraw it from consideration if it is received after the proposal submission due date and time. All proposals and any accompanying documentation become the property of DSHS and will not be returned.

M. NONRESPONSIVE PROPOSALS

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. DSHS may reject or withdraw your proposal at any time as nonresponsive for any of the following reasons:

- Incomplete proposal;
- Submission of alternative proposals;
- Failure to comply with any part of this RFP or any exhibit to this RFP;
- Submission of incorrect, misleading, or false information.

N. MINOR IRREGULARITIES

DSHS may waive minor administrative irregularities related to any proposal.

O. COST TO PROPOSE

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting or presenting a proposal for this RFP.

P. JOINT PROPOSALS

If you submitted a joint proposal, with one or more other bidders, you must designate the prime bidder. The prime bidder will be DSHS's sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

Q. EXHIBITS

Exhibits to this RFP are:

- Exhibit A - Definitions
- Exhibit B - Bidder Information, Certifications and Assurances Form
- Exhibit C - Sample Contract
- Exhibit D – Checklist for Responsiveness

You should be sure that you have downloaded a complete copy of this RFP and all attached exhibits, as listed above. The procurement documents can be accessed at <http://www1.dshs.wa.gov/msa/ccs/>. If you are unable to download the documents, you should contact the RFP Coordinator.

It is not a ground for protest if your copy of this RFP should be missing any exhibit or pages of the RFP.

R. WITHDRAWAL OF PROPOSALS

After a Proposal has been submitted, Bidders may withdraw a proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request signed by an authorized representative of the Bidder must be submitted to the RFP Coordinator. After withdrawing a previously submitted proposal, the Bidder may submit another proposal at any time up to the proposal submission date and time.

S. NOTIFY APPARENTLY SUCCESSFUL BIDDER

DSHS will notify the Apparently Successful Bidder on or about the date and time specified in the Procurement Schedule of the selection of the Apparently Successful Bidder by written notice via mail, e-mail and/or fax. DSHS will notify separately the Unsuccessful Bidders on or about the date and time specified in the Procurement Schedule of the non-selection of the Unsuccessful Bidder by written notice via mail, e-mail and/or fax.

T. BIDDER DEBRIEFING CONFERENCE

If DSHS does not select your proposal, you may request a debriefing conference. You must submit your request in writing to the RFP Coordinator by mail or fax by the date specified in the Procurement Schedule, Section II.C., Figure 1.

Debriefing conferences will be held on December 15, 2006. The debriefing conference may be conducted either in person or by telephone and will be scheduled for a maximum of one hour.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of your proposal;
- Critique of your proposal based on evaluators' comments; and
- Review of your final score in comparison with other Bidders' final scores without identifying the Bidders.

Identification of the other Bidders, their proposals or evaluations will not be allowed.

U. PROTEST

Protests may be made only after DSHS has sent notification to the Apparently Successful Bidder and to the unsuccessful bidders. In order to submit a protest under this RFP, a Bidder must have submitted a Proposal for this RFP, and have requested and participated in a debriefing conference. It is the sole administrative remedy available within DSHS. The following is the process for filing a protest:

1. GROUNDS FOR PROTEST

A protest may be made based on these grounds only:

- Arithmetic errors were made by DSHS in computing the score;
- DSHS failed to follow the procedures established in this RFP document, or to follow applicable State or federal laws or regulations; or
- Bias, discrimination, or conflict of interest on the part of an evaluator.

2. PROTEST FORM AND CONTENT

A protest must state all of the facts and arguments upon which the protest is based, and the grounds for your protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the protest must include:

- The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the protest;
- The RFP number and name of the issuing agency;
- A detailed and complete statement of the specific action(s) by DSHS under protest;

- The grounds for the protest;
- Description of the relief or corrective action requested.

You may attach to your protest any documentation you offer to support your protest.

3. SUBMITTING A PROTEST

Your protest must be in writing and must be signed. You must mail or hand deliver your protest to the RFP Coordinator using the same mailing or delivery address provided in this RFP for submitting your proposal. *Protests may not be submitted by fax or email.* DSHS must receive the written protest within **five (5)** business days after the debriefing conference.

4. PROTEST PROCESS

The RFP Coordinator will forward your protest to the DSHS designated Protest Coordinator with copies of the following:

- this RFP and any amendments,
- your proposal,
- the evaluators' scoring sheets, and
- any other documents showing evaluation and scoring of your proposal.

DSHS will follow these procedures in reviewing your protest:

- DSHS will conduct an objective review of your protest, based on the contents of your written protest and the above materials provided by the RFP Coordinator.
- DSHS will send you a written decision within five (5) business days after DSHS receives your protest, unless more time is required to review the protest and make a determination. The protesting Bidder will be notified by the RFP Coordinator if additional time is necessary.

DSHS will make a final determination of your protest and will either:

- 1) Find that your protest lacks merit and uphold DSHS's actions;
- 2) Find that any errors in the RFP process or in DSHS's conduct did not influence the outcome of the RFP, and uphold DSHS's actions; or
- 3) Find merit in the protest and provide options for corrective action by DSHS which may include:
 - That DSHS correct any errors and re-evaluate all proposals affected by its determination of the protest;
 - That DSHS reissue the RFP document; or
 - That DSHS make other findings and take such other action as may be appropriate.

V. EXECUTION OF THE CONTRACT

If you are the Apparently Successful Bidder, you will be expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit C.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of your proposal.

If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

If at contract award or anytime thereafter any specifically named individual(s) identified in the Proposal to work on this engagement are not available, DSHS has the right to approve or reject any change in Contractor personnel.

SECTION III. PROPOSAL CONTENTS

A. PROPOSAL CONTENTS

The four major sections of the proposal are to be submitted in the order noted below in Section III.C., Contents of Binders:

Proposals must provide information in the same order as presented in this document with the same headings. The questions in each of the four sections are described below. All questions must be answered and all items must be included as part of the proposal for the proposal to be considered responsive, even though certain items may not be scored.

B. FORMAT OF PROPOSAL

- Proposals must be submitted on standard eight and one-half by eleven inch (8 ½" x 11") white paper.
- A font size not less than 12 point must be used.
- Proposals must be submitted in separate three-ring binders as specified in Section III.C., Contents of Binders, with tabs separating the major sections of the Proposal, and your name on the front cover or title page of each binder.
- Identify each copy of your proposal by including Proposal to RFP #0634-245; the title of this RFP, External Behavioral Health Utilization Review Development; and your name on the front cover.

C. CONTENTS OF BINDERS

Submit one binder marked "Original" and five (5) binders marked "Copy". Include with your "Original" binder, one soft copy in Microsoft Word 2000 file format on a portable media or electronic readable media (Compact Disc (CD-ROM) or 3.5" diskette), with a label on the CD or diskette identifying your name and RFP #0634-245 of your proposal. All copies of your proposal should contain the following:

- Table of Contents
- Section 1: Administrative Requirements.
- Section 2: Technical Proposal
- Section 3: Management/Experience and Qualifications Proposal
- Section 4: Cost Proposal

D. ADMINISTRATIVE REQUIREMENTS (SECTION 1 OF PROPOSAL BINDER)

Please respond to each item in the same order in which they appear.

1. Letter of Submittal

Bidders must submit a prepared and signed submittal letter on Bidder's official business letterhead stationery. The submittal letter must be included as the first page of Section 1. Signing the submittal letter indicates that the Bidder accepts the terms and conditions of RFP# 0634-245.

The Bidder's Letter of Submittal must include the following:

- Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- The name of your contact person for this RFP;
- A detailed list of all materials and enclosures included in your Proposal;
- A list of all RFP amendments downloaded by the Bidder from the DSHS Procurements Web site, if applicable, and listed in order by amendment number and date. If there are no RFP amendments, include a statement to that effect;
- The Bidder's guarantee that its Proposal, as submitted, will remain in full force and effect for 180 days;
- A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information; and
- Any statements you wish to convey to the RFP Coordinator, including any variations between your proposal and the RFP.

2. Bidder Information, Certificates and Assurances Form

A completed Bidder Information, Certificates and Assurances Form Exhibit B. Please sign and include any attachments that are necessary.

3. Reference Section

Provide a list of at least three (3) references of entities for which you have performed similar services. Include the names, telephone numbers, dates of services, and a brief description of the similar services you provided them in the past. References will only be contacted for finalist(s).

E. TECHNICAL PROPOSAL (SECTION 2 OF PROPOSAL BINDER)

General Requirements: In this section of the proposal, the Bidder is to provide a description of the proposal which is consistent with the goals and objectives of the project and demonstrates the bidder's understanding of the skills and resources required to successfully accomplish the objectives of the project and assure timely completion of deliverables.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the bidder's response to the question. A reference to another section will not suffice, each answer must stand alone .

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the bidder's response to that question or requirement. **The total number of available points is 20.**

Failure to follow the above instructions may result in any or all of a bidder's responses to the following questions being considered as non-responsive, and scored accordingly, or may result in the bidder's proposal being rejected as non-responsive.

Please respond to each question in the same order in which they appear.

Questions

1. Provide an executive summary (2-3 pages) which describes the Bidder's plan in terms of project approach, perspective, staffing, skill levels, and overall Work Description which demonstrates that the Bidder understands the scope and objectives of the project. **(0-10 points)**
2. Provide a detailed work plan with key action steps, timelines, deliverables and identification of hours of identified project staff devoted to completion of action items which includes the specific components of the project outlined in the sections of this RFP entitled Project Scope and Deliverables. **(0-10 points)**

F. MANAGEMENT, EXPERIENCE AND QUALIFICATIONS PROPOSAL (SECTION 3 OF PROPOSAL BINDER)

General Requirements: In this section of the proposal, the Bidder is to discuss project organization and the knowledge, skills, abilities, and experience of the proposed team members. Bidders and their key team members must have conducted a minimum of three (3) successful projects related with a focus on behavioral health utilization management. At least one of the projects must have been of similar scope and complexity. MHD will expect the ASB to staff the project with the individuals described in the response. Any changes to such staffing will be subject to MHD approval. The Bidder must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the MHD. The contract resulting from this procurement will require that any change in key staff (as identified in Bidder's response to this procurement) will be subject to prior MHD acceptance. The contract will also provide that the MHD may request that Bidder remove selected staff on one (1) day's notice and provide replacement staff without impacting the schedule.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the bidder's response to that question or requirement. The total number of available points is 80.

Failure to follow the above instructions may result in any or all of a bidder's responses to the following questions being considered as non-responsive, and scored accordingly, or may result in the bidder's proposal being rejected as non-responsive.

Please respond to each question in the same order in which they appear.

Questions

1. Provide a description of the proposed project staffing/organization and how the team will be managed during the course of the project, including any subcontractors. **(0-10 points)**
2. State the name, the title or position, and telephone number of the individual who would have primary responsibility for the project resulting from this RFP. Disclose who within the firm will have prime responsibility and final authority for the work under the proposed contract. Name other individuals providing service on the project. **(0-10 points)**
3. Identify responsibilities and qualifications of staff who will be assigned to the potential contract and the amount of time each will be assigned to the project. Attach resumes' for the named staff, which includes information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. **(0-10 points)**
4. Describe the Bidder's policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any contract resulting from this procurement. Address how availability of any of the proposed staff for this project could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority the MHD would have in cases of conflict. Discuss the Bidder's plans to avoid and minimize the impact of staff changes. Identify planned back-up staff assignments. **(0-10 points)**
5. Provide a description of documented experience assisting states and or other governmental organizations in developing criteria and processes for independent utilization review for publicly funded community inpatient and outpatient behavioral health care including long term involuntary inpatient care in public psychiatric hospitals. **(0-10 points)**
6. Provide a description of documented experience assisting states in the identification of processes, methodologies, and resources required for conducting independent utilization review of state and community psychiatric inpatient care including long term involuntary inpatient care in public psychiatric hospitals. **(0-10 points)**
7. Provide a description of documented experience in assisting states developing RFPs related to utilization review of behavioral health care including community and long term involuntary inpatient care in public psychiatric hospitals. **(0-10 points)**

8. Present a description of the Bidder's specific experience in the performance of completed projects which are similar in scope to this RFP. Clearly describe the scope and scale of those projects. The desired format for an experience matrix is below. **(0-10 points)**

Project Name:
Start and End Date:
Customer and Type of Business:
Project Description, Role of Firm, and End Result:
Proposed Team Members Who Were Involved in the Project:
List Subcontractors and Describe Their Involvement with the Project:

G. COST PROPOSAL (SECTION 4 OF PROPOSAL BINDER)

General: In this section of the proposal, the Bidder is to identify all costs including expenses to be charged for performing the tasks necessary to accomplish the objectives of the contract for each phase. The cost proposal must be based on the deliverables and scope of work. It must reflect all costs associated with meeting the requirements and services listed in the RFP and being offered by the Bidder as part of the Bidder's response. Evaluation of the cost proposal will be based upon the total fee for the project in accordance with the scoring section. Prices quoted shall remain fixed for the duration of the contract executed as a result of this RFP. DSHS has budgeted a maximum of \$150,000 for this project. Bidders are required to collect and pay Washington State sales tax, if applicable.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the bidder's response to that question or requirement. **The total number of available points is 25.** The final score for the cost proposal will be based computed by the following:

- 0-10 points will be awarded for question 1 based on the bidder's provision of a sufficiently detailed budget which is consistent with the project staffing provided in Section F.
- The remaining 15 points for question 1 will be awarded by dividing the lowest responsive net financial cost by the Bidder's net financial cost. The result of these calculations will be multiplied by the remaining 30 financial points available. See the example below:

Example:

Lowest bid = \$20,000

Bidder's bid = \$25,000

\$20,000 divided by \$25,000 = 0.80

0.80 times 30 points possible = 24 points for the cost proposal

Failure to follow the above instructions may result in any or all of a bidder's responses to the following questions being considered as non-responsive, and scored accordingly, or may result in the bidder's proposal being rejected as non-responsive.

Question

1. Provide a fully detailed budget including staff costs and any non-labor expenses necessary to accomplish the tasks and to produce the deliverables required under the contract. Budget should include a breakout of staffing costs by project personnel, including total number of hours, various hourly rates, and administrative/overhead expenses assigned to each person working on the project.

SECTION IV. EVALUATION

A. EVALUATION PROCEDURE

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this Procurement and any amendments issued. The evaluation of proposals shall be accomplished by an evaluation team to be designated by DSHS who will be responsible for the review, evaluation and scoring of Bidder proposals. DSHS, at its sole discretion, will select finalists for an oral presentation. If oral presentations are held, evaluators will evaluate and score the oral presentations of bidders selected as finalists.

B. PROPOSAL EVALUATION

Each Proposal will first be screened to determine if the Bidder has complied with appropriate Administrative Requirements and Submittal Instructions. Each Proposal must meet the Administrative Requirements to be eligible to submit a proposal to this RFP. If your proposal does not meet all Administrative Requirements for this RFP, DSHS may consider your proposal non-responsive and withdraw it from consideration at any time. Evaluators will score all responsive proposals and award points up to the maximum points available for each question.

Evaluators will apply the following criteria in evaluating and scoring your proposal:

- Proposal demonstrates that the Bidder understands the project scope and can successfully accomplish the objectives of the project and assure timely completion of deliverables.
- Soundness of the proposed team members roles and responsibilities, the overall viability of the proposed approach, and the degree to which the proposed staffing approach optimizes the ability to complete the project in the time necessary.
- Proposal demonstrates the bidder and proposed subcontractor's demonstrate direct experience with all aspects of projects of similar scope and complexity. Importance is given to the specific role the Bidder has performed, as well as the scope and complexity of the projects in which the Bidder has participated. Both depth and breadth of experience is important.
- Proposal demonstrates commitment to continuity of project staff and the Bidder's ability to maintain staff quality should a change in staff be unavoidable.
- Proposal provides a cost effective and complete budget allowing for the bidder to successfully accomplish the objectives of the project and assure timely completion of deliverables.

C. SCORING OF PROPOSALS

All questions will be scored on the following 0 – 10 point scale except where otherwise noted.

Score	Description	Discussion
0	No value	The Bidder has omitted any discussion of this requirement or the information provided is of no value.
1-3	Substantially Below Minimum Requirements	The Bidder has not established the capability to perform the requirement, has marginally described its approach, or has simply restated the requirement.
4-5	Below Minimum Requirements	The Bidder has established some capability to perform the requirement but descriptions regarding their approach are not sufficient to demonstrate the bidder will be fully able to meet the minimum requirements.
6-7	Meets Minimum Requirements	The Bidder has an acceptable capability of solution to meet this criterion and has described its approach in sufficient detail to be considered "as substantially meeting minimum requirements".
8-9	Exceeds Minimum Requirements	The Bidder has demonstrated an above-average capability, approach, or solution and has provided a complete description of the capability, approach, or solution.
10	Far Exceeds Minimum Requirements	The Bidder has provided an innovative, detailed, efficient approach or established, by presentation of material, far superior capability in this area.

The maximum number of written evaluation points available is **125**.

The Administrative Requirements are evaluated on a pass/fail basis. The following weighting and points will be assigned to the proposal for evaluation purposes:

WRITTEN PROPOSAL

Technical Proposal - 25%	20 Points
Experience and Qualifications - 50%	80 Points
Cost Proposal - 25%	25 Points

Sub-Total (for Written Proposal)	125 Points
Oral Presentations [finalist(s) only]	(25 Points)
References [finalist(s) only]	(10 Points)

TOTAL 160 Points

Your sub-total score for the written proposal will be the average of the scores of the evaluators who review your written proposal in accordance with the weighting noted above. Your final Total Evaluation Score will be the average points awarded for your written proposal, your references if applicable, and your oral presentations if applicable.

D. EVALUATION OF ORAL PRESENTATIONS

DSHS may, after evaluating the written proposals, elect to schedule oral presentations of the finalists. The RFP Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations based on their qualifications, experience and background relevant to this RFP. These evaluators may include evaluators who reviewed the written proposals or DSHS staff who will work with the successful bidder(s). Evaluators will score the oral presentations in accordance with RFP requirements and evaluation criteria.

E. FINAL DETERMINATION OF APPARENTLY SUCCESSFUL BIDDER(S)

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

DSHS management shall make the final determination as to which bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s) under this Procurement.

In doing so, DSHS management shall be guided, but not bound, by the scores awarded by the evaluators. Program staff and DSHS management shall determine which proposals reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the Health and Recovery Services Administration, Mental Health Division.

Any bidder who would be an Apparently Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided, upon request, with the reasons for selecting a bidder with a lower final score.